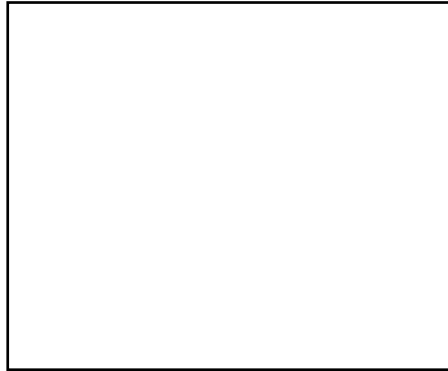


Box of Tolerance

(for Accepting Non-Performance)

Box of Accountability



ACCOUNTABILITY - Doing what you said you would do, as you said you would do it, when you said you would do it - PERIOD!

Your internal company level of accountability 0% = Low 100% = High

Where would you say, overall within the organization, the level of accountability is? Not to the customer, which should be 100%.

0% 10 20 30 40 50 60 70 80 90 100%

What is the reason for this level of accountability?

